



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N5**

**14 June 2021**

**This marking guideline consists of 8 pages.**

**SECTION A (COMPULSORY)****QUESTION 1**

1.1	1.1.1	Management assistant	(10 × 2)	(20)
	1.1.2	Horizontal		
	1.1.3	E-mail		
	1.1.4	Authority		
	1.1.5	Database		
	1.1.6	Workflow		
	1.1.7	Organising		
	1.1.8	Visa		
	1.1.9	A bear market		
	1.1.10	Remittance		
1.2	1.2.1	E	(10 × 1)	(10)
	1.2.2	A		
	1.2.3	H		
	1.2.4	B		
	1.2.5	C		
	1.2.6	G		
	1.2.7	D		
	1.2.8	F		
	1.2.9	I		
	1.2.10	K		
1.3	1.3.1	False	(10 × 2)	(20)
	1.3.2	True		
	1.3.3	True		
	1.3.4	True		
	1.3.5	False		
	1.3.6	False		
	1.3.7	False		
	1.3.8	True		
	1.3.9	True		
	1.3.10	False		
				<b>[50]</b>

**SECTION B****QUESTION 2**

- 2.1
- Purchasing stock
  - Displaying, advertising and selling products
  - Packaging and delivering of products
  - Corresponding with suppliers and clients
  - Accounting
  - Payments and receiving money
  - Human resources
- (Any 6 × 2) (12)
- 2.2
- When teamwork is emphasised in an organisation, the employees feel valued, productivity improves and profits increase.
  - Staff will more readily accept responsibility for their tasks if their opinions are taken into account when decisions are made.
  - Absenteeism and work apathy is reduced when personnel feel that their input is vital to success.
  - Customers experience improved service levels when staff cooperate to exceed customer expectations.
  - There is less tension among members of staff because their focus is on the greater good and not themselves.
  - Teamwork enhances the abilities of each employee, resulting in individual and business success.
- (Any 5 × 2) (10)
- 2.3
- Carrying or moving items from one building or office to another building or office within the building.
  - Collect and distribute mail and small packages within the different departments of the business according to a roster.
  - Manage the collection, dispatch and delivery of mail and packages by couriers.
  - If clerical duties are included in the job description, a messenger's duties can include mailroom duties such as opening incoming mail, registering it and preparing mail for delivery.
  - Copying documents.
  - Filing the records of items that have been delivered and received, as well as doing general office filing.
  - Chauffeuring and transporting of management or visitors to the business, as the need arises.
- (Any 4 × 2) (8)
- [30]**

**QUESTION 3**

- 3.1
- Be friendly.
  - Give your full attention.
  - Quickly assess the situation.
  - Use correct approach.
  - Ask the necessary, correct questions.
  - Maintain control of the situation.
  - Comfort the visitor.
- (Any 5 × 1) (5)
- 3.2
- .Office furniture should be chosen with great care.
  - Buy furniture of a high quality.
  - The furniture must contribute to the safety and comfort of the workers.
  - Furniture must have sufficient working and storing space and if necessary, must be used to conceal electrical cables.
  - Where possible, new furniture must fit in with the existing furniture and equipment in the office.
  - Furniture must be easy to clean and also not be too heavy.
- (Any 5 × 2) (10)
- 3.3
- Policy
  - Reporting system
  - Safe operations of equipment
  - Operation manuals
  - Ergonomics
  - Access routes
  - Internal traffic
  - Correct lifting of goods
  - Cleaning and hygiene
  - Threats
  - Relaxation areas
- (Any 10 × 1) (10)
- 3.4
- Protects against activities linked to specific identities/employees.
  - Increase safety and security awareness.
  - Minimises exposure to risks, liability and loss.
  - Guards sections within the business.
  - Controls physical access.
  - Monitors employee productivity.
- (Any 5 × 1) (5)
- [30]**

**QUESTION 4**

4.1 Check the attached ADDENDUM.

- 4.2
- The completion of a remittance register is always done in the presence of another person when the mail is opened.
  - All entries in the register should be neat, legible and correct.
  - To make a correction, draw a single line through the incorrect entry and insert the correct entry immediately above – initialled by both parties present
  - All the information required should be entered
  - No lines are left open between entries
  - Payments received must be as secure as possible, e.g. cheques must be crossed and cash kept in a safe place.
  - All payments received along with the remittance register are to be handed over to the cashier without delay.

(7 × 2)

(14)  
[30]

**QUESTION 5**

- 5.1
- It must be easily accessible.
  - There should not be any loud noise – industrial machines – in the immediate area.
  - It must not be too far from exit.
  - It must be easy for visitors to find – near the entrance, so that visitors don't have to walk through the whole building to reach it.
  - This office must be clearly indicated with a sign such as 'Reception' or 'Information'.
  - People and documents must always flow in the same direction.
  - To improve workflow, workstations of workers who communicate regularly must be in the same area.
  - The management assistant's office must offer some privacy.
  - Arrange partitions and plants to maintain a measure of privacy and discretion.

(Any 5 × 2)

(10)

- 5.2
- The workstation must always appear efficient.
  - The office furniture must be arranged so that the person at the desk can always see who enters or leaves the workstation.
  - Furniture must be of the same style and appearance.
  - One colour scheme should be used for the workstation.
  - To minimise physical and psychological stress, ergonomically designed furniture, especially designed to make the workstation safe and comfortable, should be acquired.
  - The workstation must always be neat and clean – no piles of papers on the desk, no dirty cups, glasses or mugs standing around.
  - Dust regularly.
  - Decorations must add professionalism and tranquillity and must be in good taste.
  - A nameplate with your name and surname can be placed on the desk or on the door of the office.

(Any 5 × 2)

(10)

- 5.3
- Ergonomics – is the study of working conditions, especially the design of equipment and furniture, in order to help people work more efficiently.
  - Is the science of making the workplace comfortable and user-friendly for the employee. Previously known as human factors engineering.
  - Diary – a book with spaces for each day of the year in which things can be written down that have to be done at a future date.
  - An itinerary – a document with all the details of the planned trip – destinations, arrival and departure dates and times, accommodation and transport details.
  - The remittance register – is the register used during the process of opening mail to ensure proper control of payments to the company received through the mail.
  - Petty cash – is the amount of cash an organisation keeps in the office for the payment of smaller (petty) expenses. (Any relevant answer 5 × 2)
- (10)  
[30]

## QUESTION 6

- 6.1
- Carry the risk of death and disability, accident and insurable disasters, fire, theft, etc.
  - Provide security to employers against theft, accidents, dishonesty of employees, etc.
  - Provide security to the individual that provides for his/her old age and dependants in advance.
  - Channel savings of individuals collectively into productive investments, in turn creating job opportunities and at the same time generating sufficient funds to cover major risks.
  - Serve as a source of capital for trade and industry.
  - Fund the government by means of investments in government bonds.
  - Provide funding to local authorities and public institutions.
  - Invest in the JSE to ensure an effective stock exchange in the country.
  - Invest in property like office buildings and factories.
  - Grant loans to policy holders.
  - Accept policies as security to banks when loans are negotiated.
  - Administer pension- and medical aid funds. (Any 5 × 2)
- (10)
- 6.2
- When a travel agent is consulted, all the necessary information about the trip must be supplied.
  - A tentative itinerary, for the manager's approval, will be drawn up and the agent will convey the information, have it delivered in the office or send it by e-mail.
  - The tentative itinerary must be approved. Once this has been done the agent should be informed of the final decisions.
  - The company will be billed at the end of the month or a statement will be delivered along with the tickets, final itinerary, etc. (4 × 2)
- (8)

- 6.3
- Remain in control and polite at all times.
  - Acquire sound judgement of character.
  - Do not disclose any confidential information.
  - Treat unexpected visitors tactfully.
  - Use own initiative when no specific guidelines exist.
  - Be convincing, be firm.
  - Have patience and good judgement when dealing with difficult visitors.
  - Make an effort to remember names and faces well.
  - Be a good listener and have insight in human behaviour. (Any 6 × 2) (12)
- [30]**

## QUESTION 7

- 7.1 It is to read or say aloud text for letters, memos, reports, etc. to be recorded, written or typed by the management assistant. Previously, the assistant would write the material down in shorthand and type out the full text. Currently, a voice recording is made with a digital voice recorder and handed to the assistant to be transcribed. (Any relevant answer) (3)
- 7.2
- Typing as the text is dictated
  - Manuscript
  - Telephone dictating
  - Audio recorders
  - Stenographic machine (Any 4 × 1) (4)
- 7.3
- Filing by subject/category
  - Filing in alphabetical order
  - Filing by numbers/numerical order
  - Filing by places/geographical order
  - Filing by dates/chronological order (Any 5 × 1) (5)
- 7.4
- Boxes stacked against the walls
  - Loose carpeting or loose tiles
  - Unconcealed electronic cables
  - High-gloss tiles
  - Furniture placed near walkways/passages
  - Doors open into passages
  - Poor ventilation or air conditioning
  - Lack of an occupational health and safety committee and noncompliance to the OHS act
  - Inadequate first aid training to staff members (9 × 2) (18)
- [30]**

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

**ADDENDUM****QUESTION 4.1**

<b>Surname &amp; Initials or Name</b>	<b>Tel./Cell No</b>	<b>ID Number</b>	<b>Person to visit</b>	<b>Reason for visit</b>	<b>Time in</b>	<b>Time out</b>	<b>Signature</b>
Ms Raesetja Khunedi	060 000 7676	8809030650089	Ms Solomons T	Meeting	14:00	16:00	Any relevant signature
Mr Lehlogonolo NM	012 312 4554	7703056880087	Mr Thomo J	Submission	08:00	08:15	Any relevant signature

(16)